



UNIVERSITY
OF
KASHMIR

ME
RC

MEDIA EDUCATION AND RESEARCH CENTRE

No. KU2018-MERC-1018

Dated. 03-08-2018

Joint Registrar
Incharge Grievance Cell
University of Kashmir

Sir,

With reference to the communication received from CM's Grievance Redressal Cell this is to inform that the applicant namely Mr. Yaseen Ahmad is not a bonafide student of this department at all. Upon contacting him on his cell phone as given in the grievance note, he admitted to not being a student of MERC, but a first year student of Degree College Bemina. However, it is pertinent to mention here that all the examinations were conducted successfully by the department and the results thereof have already been declared and are available on the university website.

With regards,

FARUQ MASUDI
Coordinator



University of Kashmir
Office of the Ist Appellate Authority/Grievance
Srinagar-190006

No.F (Grievance- complaint KU/18
Dated: 01-08, 2018

The coordinator
M-E-R-C
Kashmir University

Most Urgent

Sub:- Complaint /s received from C.M's Grievance Redressal Cell.

Sir/Madam,

Please find enclosed a copy of the complaint bearing No. 999000900022 received from C.M's Grievance Cell for your information and necessary action. The same has been filed by the complainant namely Mr/Ms Yaseen Ahmad in connection with the redressal of his/her grievance from this University.

Accordingly, you are requested to favour us with your comments in the matter within 48 hours positively in view of the exigency already highlighted vide this office circular issued in this behalf to dispose off the said complaint as expeditiously as possible as in terms of the standing instructions from C.M's Grievance cell.

Yours Faithfully

Asim
Incharge Grievance Cell

Enclosure ①

Shu
01-08-18



JAMMU AND KASHMIR

Government Grievance Cell



ACKNOWLEDGEMENT - ONLINE GRIEVANCE

Basic Details

| | | | |
|-------------------|----------------------|--------------------------|------------|
| Type of Grievance | Education Facilities | | |
| Grievance ID | 999000976493 | Grievance Date | 13/10/2018 |
| Applicant Name | Junaid Ahmad Dar | Gender | Male |
| User Type | Citizen | Mobile No./Complaint No. | 7006464884 |
| Email Id | | | |

Address Details

| | | | |
|---------------|-------------------------|----------|------------|
| Address Line1 | Kakpora pulwama | | |
| Address Line2 | | | |
| Constituency | Pulwama | DOB | 08/10/1995 |
| Region | Kashmir Valley Division | District | |
| Pincode | 192301 | | |

Past Grievance Details

Have you earlier lodged the grievance to the above Department on the same subject ?

No

Document Details

Document Attached

Grievance Details

Hello, We the students of MERC department University of Kashmir want to draw your kind attention towards the cruelty faced by us in the hands of our department. Our annual fee is 10,200 INR which includes tuition fee & call other contingencies but department has forced us to pay extra 4500 in their account. Last year we submitted same 4500 as a tour fee but later HOD categorically refused us to take for an tour & 4500 has not been refunded to us. Today again department is forcing us to submit extra 4500 else they are threatening they we will not be allowed to sit in the examination. HOD tries to pacify the things by calling 4500 as computer fee which is is totally lie & ridiculous. Computer labs too are defunct in the deptt & same fee is already calculated in 10200. Please look into the issue & help to address the grievance of poor students.



University of Kashmir

Office of the Ist Appellate Authority/Grievance
Srinagar-190006

No.F (Grievance- Complaint KU/18
Dated: _____, 2018

The Head,
Department of M&RC,
University of Kashmir.

Most Urgent

Sub:- Complaints received from Chancellor's Secretraiat/C.M's Grievance Redressal Cell.

Sir/Madam,

Please find enclosed a copy of the complaint bearing No. 999000976493 received from Chancellor's Secretraiat/C.M's Grievance Cell for your information and necessary action. The same has been filed by the complainant namely Mr/Ms Tunaid Ahmad Dae in connection with the redressal of his/her grievance reported in the complaint, which needs immediate clearance from your side.

Accordingly, you are requested to favour us with your comments in this behalf within 24 hours positively in view of the exigency already highlighted vide this office circular issued for the purpose failing which the concerned controlling/immediate officer shall be responsible for any delay or the adverse consequences happening in the matter. Moreover, for any such delay/default the office of the undersigned shall have no alternative but to apprise the Chancellor's Secretraiat/C.M's Grievance cell about the non compliance on the part of the concerned officer as required for online disposal of the pending complaint. No reminder what so ever shall be issued after the expiry of the stipulated time on the subject.

Yours Faithfully

Received on
29/10/2018 11:31 AM
Jame
29/10

Enclosure

"1" leaf

Incharge Grievance Cell
24-10-18
m/s



UNIVERSITY
OF
KASHMIR

ME
RC

MEDIA EDUCATION AND RESEARCH CENTRE

No. KU 2018-MERC-1056

Dated. 30-10-2018

Incharge
Grievance Cell
University of Kashmir

Ref: Your letter No. F(Grievance-Complaint)KU/18

**Sub: Complaint filed by Junaid Ahmad Dar received from Chancellor's
Secretariat/ C.M's Grievance Redress Cell**

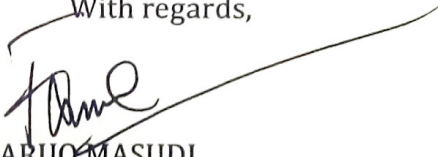
Sir,

This is to submit that as per the records available in our office, the said complainant is not enrolled in the department. No record exists by his name, address or telephone number.

Hence this anonymous complaint is not tenable.

However, suffice it to say that the allegations are false and baseless.

With regards,


FARUQ MASUDI
Coordinator

O/C